



Driver License Division High Value Data Set

January 2019

Transactions:

In Office-Completed Transactions:	<u>512,895</u>
Online-Completed Transactions:	<u>174,017</u>
Mail-Completed Transactions:	<u>5,860</u>
Phone-Completed Transactions:	<u>7,078</u>
Offender ID Card Transactions:	<u>1,407</u>
DL and ID Cards produced this month:	<u>708,853</u>
Non-CDL skills tests passed: ¹	<u>29,758</u>
Non-CDL skills tests failed: ¹	<u>5,860</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>60,696</u>
DL customers assisted by IVR:	<u>36,672</u>
DL average hold time in minutes:	<u>27:19</u>
DL average handle time in minutes:	<u>6:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>34,714</u>
Occupational Licenses Issued:	<u>1,346</u>
Ignition Interlock Licenses Issued:	<u>483</u>
Enforcement Actions Processed:	<u>48,740</u>
Traffic Convictions Processed:	<u>174,298</u>
DRP Cases Suspended:	<u>115,559</u>
Customer Contacts:	<u>25,375</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,442</u>		
DPS Basic Control Skills Tests Booked:	<u>5,556</u>		
DPS Road Tests Booked:	<u>6,006</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,733</u>	<u>2,068</u>	
DPS Basic Control Skills Tests:	<u>1,552</u>	<u>483</u>	
DPS Road Tests:	<u>1,603</u>	<u>346</u>	
CDL TPST Providers:	<u>70</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>854</u>	<u>226</u>	
CDL TPST Basic Control Skills Tests:	<u>833</u>	<u>258</u>	
CDL TPST Road Tests:	<u>829</u>	<u>170</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>18,453</u>
Impact Texas Youth Driver Completions:	<u>29,860</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,474,932</u>
Class C TPST Providers: ¹	<u>235</u>
Customer Contacts:	<u>11,207</u>

Notes

1. Non-CDL skills tests passed and failed includes tests conducted by DPS and by Class C Third Party Skills Test (TPST) Providers.